

REDACTED - FOR PUBLIC INSPECTION

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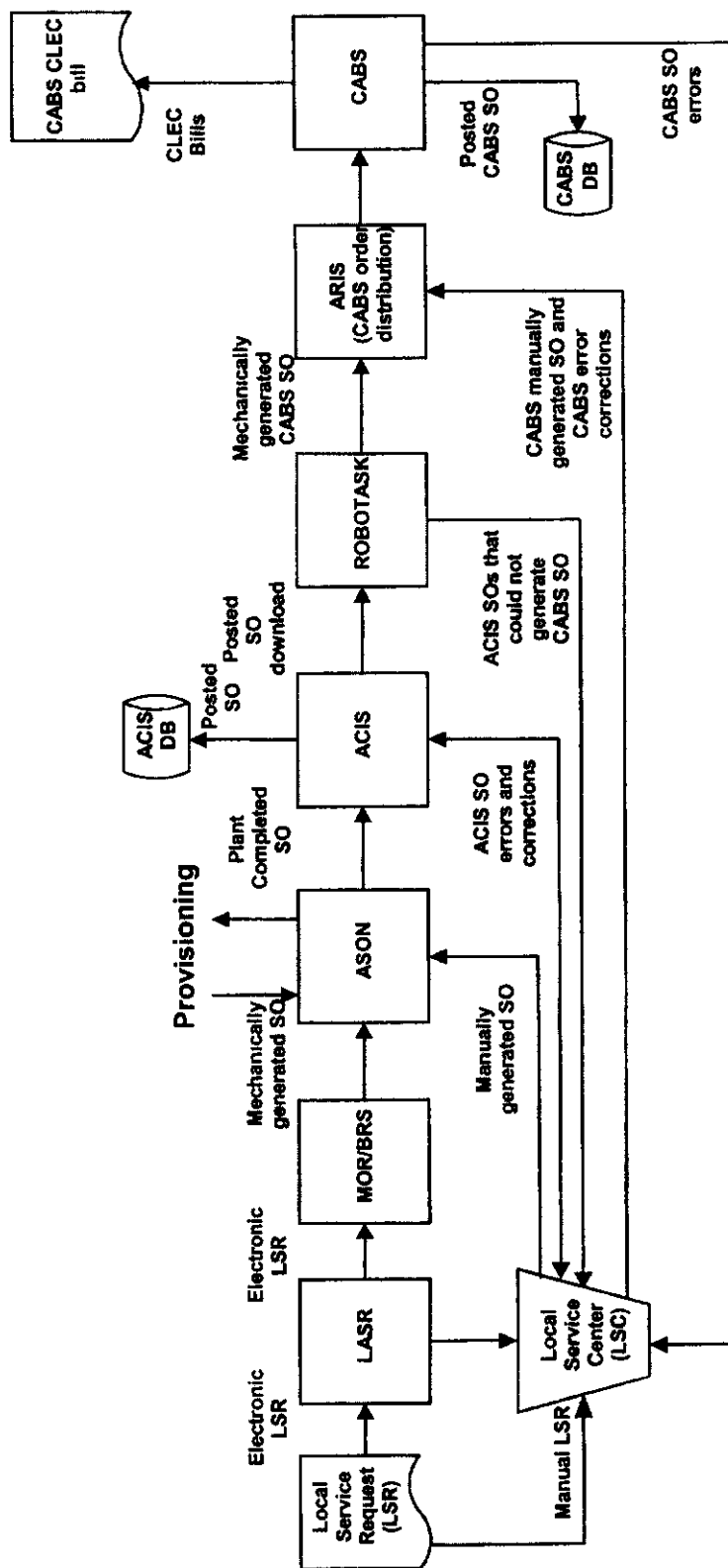
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Billing

- **EDI - Electronic Data Interchange**
- **AEBS - Ameritech Electronic Billing System**
- **CABS BDT - Carrier Access Billing**
- **DUF - Daily Usage File**



Midwest UNE-P Order Flow



CLEC Training

- **CLEC OSS Training**
 - **3 Classes**
 - **23 Workshops**
 - **CLEC Online Website – CLEC Education Comprehensive Listings, Summary Description and Schedule**



CLEC Support

- **Local Service Center (LSC)**
- **Local Operations Center (LOC)**
- **Account Team**
- **IS Call Center**
- **Mechanized Customer Production Support Center (MCPSC)**
- **OSS CLEC Support (OSSCS)**
- **CLEC Online Website**



Change Management Process

- **13-state CMP reviewed by FCC in Arkansas/Missouri, California, and Nevada 271 applications**
- **Monthly 13-state CMP meetings**
- **Monthly regional CLEC User Forum meetings (13-state July 2003)**
- **Versioning**
- **Test Environment**

